



RTAP Update

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Steering Away from **ROAD RAGE**



Helping your employees avoid aggressive driving

Road rage, together with its typical cause aggressive driving, present serious risk management challenges for transit systems. The characteristics of safe transit operations - driving cautiously at or below the speed limit, and making frequent stops to board and discharge passengers - seem to challenge the patience of many of today's auto drivers. It seems that some drivers will do almost anything to get in front of a bus, regardless of the risk.

As part of your organization's driver training, your drivers have probably already learned the importance of driving defensively. However, even the safest and most patient drivers will sometimes feel challenged by what can appear to be hostile behavior of other drivers, and may need

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Spotlight on Charles County's Public Transit Services



VanGO

VanGO was recognized as the Best Fixed-Route System in Maryland in 2004 by the Transportation Association of Maryland. This issue spotlights the VanGO's achievements and innovative programs and partnerships.

article on p. 4

Left to right: Rita Wood, Transportation Development Administrator; Jim Howard, Transportation Services Specialist; Lane Coyle, Transportation Services Supervisor; Margaret E. Cheseldine, Director of Charles County Department of Community Services; and Lisa Quill, Chief of Transportation. Photo courtesy of VanGO.



Save the date! LOTS Summit Feb. 28-Mar. 2, 2005 - More information to come in January ...

Steering Away from Road Rage *(cont. from p. 1)*

guidance in how to deal with the situation and their feelings to avoid the further escalation of the problem. Beyond training, there are other factors that can help minimize the kinds of stress that can lead to stress behind the wheel. The following are some suggestions to reduce the risk that your drivers will engage in aggressive driving or become victims of road rage.

Hiring

Screening *in* safety-oriented, patient, and customer-friendly drivers, while screening *out* persons with short tempers and licenses with points, will likely save your organization money in terms of training expenses, accident expenses, and insurance costs. In addition, you are building a team that is an asset to your organization and will help attract new customers, instead of frightening them away.

Avoiding Aggressive Drivers

A checklist for the professional driver

- ? Concentrate on your own safe driving, but be alert to others.
- ? Maintain an adequate following distance for the vehicle you are driving and the current road and weather conditions. If being tailgated, increase your own following distance to compensate for the tailgater's reduced ability to stop in time.
- ? When coming to a full stop, allow ten feet between your vehicle and the vehicle ahead, give yourself room to pull around if necessary.
- ? Avoid using your horn except to prevent an accident (for example, to alert other drivers of your presence).
- ? If you observe someone driving aggressively or erratically, avoid them if possible. Maintain or increase your following distance if they are ahead of you, allow them to pass if they are behind you and it is safe for you to do so.
- ? Keep your cool and avoid become engaged in hostile communications. Remember ...
 - ☞ Safety is your highest priority. Don't endanger yourself, your passengers, and other drivers or pedestrians by getting engaged with the aggressive driver.
 - ☞ You are a professional. Professionals keep their cool and maintain control of themselves.
 - ☞ Don't take it personally. They may be having a bad day, or be a jerk every day, but they are probably not out to get you.
 - ☞ In the unlikely event that they are out to get you, they could be under the influence of a chemical substance, or be mentally ill, and may become violent.
 - ☞ In another 60 seconds, you will probably never see them again. Take a deep breath, move on, and let it go.

Driver Training

Your new-hire and refresher training program should and probably does include defensive driving. During this training, the trainer should be attentive to potential attitudinal problems as part of evaluating the trainees. If an individual demonstrates aggression or other potentially problematic tendencies during the training, chances are he or she will have them behind the wheel as well.

New-hire and ongoing driver training should include a discussion of what constitutes aggressive driving, and how it can lead to inflammatory, escalating emotions with "no-win", and sometimes tragic, results. Depending on the number of points your organization allows drivers to have on their licenses, aggressive driving may also result in being fired. A Maryland law passed in 2001 instituted a five-point penalty for drivers convicted of aggressive driving, defined by this law as a combination of three or more offenses, such as running red lights, overtaking and passing vehicles unsafely, following too closely, failing to yield the right-of-way, and exceeding the speed limit.

Suggestions for avoiding becoming engaged with other aggressive drivers are included in the sidebox. A discussion of appropriate and inappropriate horn usage, and general conflict resolution techniques are also recommended.

On a regular ongoing basis, provide your drivers with opportunities to identify current operations problems (for example, a difficult schedule to maintain, cyclists or farm equipment on a certain road, or dangerous bus stop locations) and discuss potential solutions with operations management.

Scheduling for Safety

While your organization is likely to emphasize safety as a primary concern, do your scheduling practices support this? If your operating schedules are too tight, your drivers may feel pressured to cut corners on safety, such as driving too quickly for road conditions, or starting and stopping abruptly. In addition to compromising safety, such pressure creates stress, which in turn can reduce a driver's patience and make it more difficult for them to keep a cool head in response to aggressive behavior of others. Schedules that can realistically be operated safely are essential for safe operations. Schedules should incorporate periodic layovers built in for getting back on schedule due to unforeseen delays, as well as real break times. This applies to both fixed-route and demand-responsive operations.

Instilling Professionalism

An organizational emphasis on professionalism can also deter drivers from engaging in unprofessional behavior such as aggressive driving. Ensure that your drivers understand that their driving behavior is highly visible in the community and representative of the whole organization. Their attitude towards other drivers is also visible to customers on board



●●● *Helping your employees avoid aggressive driving - in themselves as well in others*

their vehicle. Having written policies and procedures, providing a copy to all drivers, and training them on all aspects of their job will also support a sense of professionalism and confidence. Your organization can also encourage and reward safe and professional driving behavior through a safety awards program.

Encouraging Healthy Living

Your employees' stress level at work is largely influenced by the health and stress levels of other areas of their lives. Living healthy lifestyles will reduce their overall stress levels. If you are part of a government organization, chances are another department offers programs such as smoking cessation, fitness classes, and other approaches to stress management. All transit employers need to have fitness for duty policies that address drug and alcohol use, including over-the-counter medications. Encourage good nutrition, adequate rest, and regular exercise among your employees, including



The Student Manual from NTI's "The Professional" program includes healthy living guidelines for professional transit operators, including proper seat positioning and basic stretching and strengthening exercises.

gentle stretching of muscles that get stiff from extended periods of sitting, as well as seeking counseling for emotional concerns. If possible, offer healthy relaxation opportunities in the driver break room or other areas of your facility, such as snack machines that dispense nutritious snacks and juices, exercise equipment, and a quiet area for those who best de-stress by reading, meditating, etc., away from the hubbub of their more gregarious colleagues.

Complaint Resolution Procedures

What happens when a customer or other community member complains about aggressive driving behavior of one of your drivers? An effective complaint resolution system, which includes documentation, investigation, and follow-up, can be an important tool in identifying potential problems. Equip your customer service personnel with a form for recording the details of any complaints they may receive over the telephone or in person, including vehicle number, date of the occurrence, time of day, driver name if known, and the name of the person filing the complaint. It may also be helpful to post some suggested empathetic language near the telephone, for ready referral in the event the caller is very angry or upset.

With any complaint received about a particular driver, discuss the complaint with the driver, allowing for the possibility of a misperception or vindictive intent on the part of the person filing the complaint. If multiple complaints are received on an individual, this could be indicative of a need to retrain this individual.

ADDITIONAL RESOURCES:

The following materials are available through the Maryland RTAP library (see back page of this newsletter for more information):

- ☞ *Preventing Road Rage: Anger Management for Drivers*, AAA Foundation
- ☞ *The Professional*, CD-ROM training for bus operators, National Transit Institute
- ☞ *Smart Driving Plus: An Accident Prevention Training Program for Bus Operators*, National Transit Institute
- ☞ *Coaching the Transit Bus Operator*, National Safety Council
- ☞ *Coaching the Van Driver II*, National Safety Council
- ☞ *PennSCORE Vol. 3: Understanding and Avoiding Conflict - Driver Wellness*, Pine & Associates for Pennsylvania RTAP
- ☞ *Stressed Out?*, Indiana University for Indiana RTAP
- ☞ *Violence in the Transit Workplace: Prevention, Response and Recovery Participant Workbook*, National Transit Institute

DEFENSIVE DRIVING TRAINING COURSES INCLUDE:

- ☞ Transportation Safety Institute (TSI) **Instructor's Course in Bus Operator Training** --
<http://www.tsi.dot.gov/divisions/Transit/transit.htm> &
<http://transit-safety.volpe.dot.gov/Training/Courses/>
TSI plans to offer **Instructor's Course in Paratransit Operator Training** beginning in 2005.
- ☞ National Safety Council's **DDC 4/6/8** --
<http://www.nsc.org/train/ddc/>
- ☞ The **Smith System** -- <http://www.smith-system.com/>



New resource available from Project ACTION: Transit Operator's Pocket Guide

Project ACTION of the National Easter Seals recently published a concise yet comprehensive guide for providing excellent customer service for persons with disabilities. The pocket guide covers general guidelines, serving customers who use wheelchairs and other mobility devices, service animals, pre-trip accessibility inspection, priority seating, calling out stops, and general communications with people with disabilities. While some of the policies (such as calling out stops) are specific to fixed-route operations, this is an excellent resource for all transit operators when used in conjunction with your particular system policies. To obtain copies, visit <http://www.projectaction.org> or call 800-659-6428.



Spotlight on: Charles County VanGO continued from p. 1

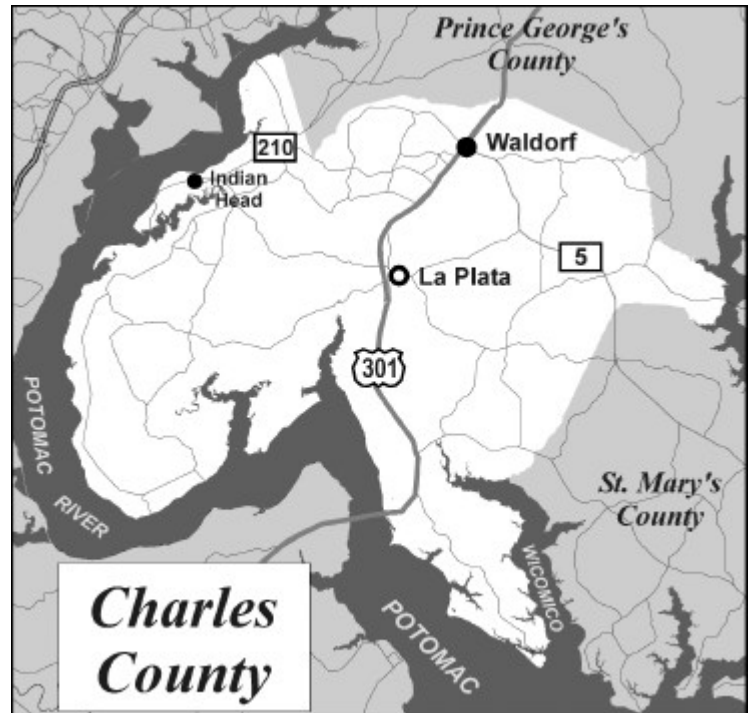
VanGO public transit, based in La Plata, Maryland, provides transportation opportunities within Charles County through general public transit as well as specialized services. VanGO is administered by the Transportation Division of the Charles County Department of Community Services, which contracts with a private operator to provide the service. VanGO adheres to the County's mission statement "to provide our citizens the highest quality service possible in a timely, efficient, and courteous manner."



VanGO was originally part of the Department of Aging, serving a primarily senior community geared using a few routes throughout the day. In 1997, VanGO was placed

under Housing and Community Development where they expanded from just the occasional need rider to also include employment related transportation. Last year, VanGO split from Housing and Community Development into the Transportation Division. Today, VanGO provides ten urban fixed routes and four rural fixed routes. The routes cover the Waldorf, St. Charles, La Plata, Indian Head, Charlotte Hall, and Nanjemoy areas offering a seamless trip through timed transfers. VanGO also provides Americans with Disabilities Act (ADA) paratransit for those riders who cannot access the fixed route bus service, but are within $\frac{3}{4}$ of a mile of the service area on a subscription basis. The system's route network is based on how the system was originally designed - residential or business structure routes. Since most routes required a transfer, especially if mixed purposes were involved (combining a shopping and work trip), an All Day Pass was introduced to alleviate the complexities to both passengers and drivers. It also was a way to encourage people to use transit since the All Day Pass is priced the same as a one-way trip fare. The results of these efforts have been staggering. Ridership has soared from 40,000 trips back in 1997 to 400,000 trips this year!

The design of the system and how routes are intertwined offers many travel possibilities, often requiring at least one transfer. To assist customers in learning to navigate the system, VanGO provides a number of travel training options for their riders. Personalized schedules (origin and destination printouts) are available for each individual rider who desires a detailed plan of their trip. VanGO staff are available to assist in the planning of the trip where they can walk a rider through the process and provide personalized, easy-to-read schedules that will help the individual reach their destination. Building off of this, VanGO is exploring software similar to MapQuest® that will allow riders to enter the data online and receive a map and schedule for their desired trip. Coupled with this is the opportunity to have a VanGO staff member accompanying a passenger on their first trip enabling them to learn the system.



The success of VanGO can be readily attributed to their on-going partnerships both within and outside the County. Specifically, their partnerships with the Charles County Department of Social Services (DSS) and the Charles County Health Department should be touted. During VanGO's first major expansion in 1997 where the routes were redesigned, they sat down with DSS to map out more reliable routes. Unfortunately, funding limitations became a roadblock. This was overcome by DSS providing a \$200,000 one-time infusion of funds where they purchased tickets for their clients. This partnership has continued through the Job Access and Reverse Commute (JARC) program where DSS provides most of the local match (\$155,000) and a separate contracted demand-response service specially established to capture DSS clients who fall outside the existing public bus routes. The Charles County Health Department contracts with VanGO to provide medical transportation to persons on Medical Assistance (MA), through a grant from the Maryland Department of Health and Mental Hygiene. This partnership has worked well for several years, with VanGO providing approximately 700 MA trips per month. MA clients are transported together with other demand response and ADA passengers whenever possible, resulting in a more efficient use of resources.

VanGO also understands the importance of regional partnerships and should be lauded for their partnerships with St. Mary's Transit System (STS) and St. Mary's County Health Department. In coordination with STS, the Waldorf - Charlotte Hall route was timed hourly with STS service to create a more seamless trip between counties. In conjunction, STS accepts VanGO's All Day Pass and VanGO reciprocates by accepting St. Mary's transfers. Coordination with St. Mary's Health Department arises through long distance MA transportation to Washington, D.C. and/or Baltimore. When mutual trip

locations and days are identified, VanGO will meet up with St. Mary's County Health Department clients at the county lines where they transfer onto VanGO vehicles for the common long distance trip.

In 2004 VanGO reevaluated how dialysis service is provided to Charles County residents. Historically, trips were provided under demand-response but were not guaranteed and not usually available to the occasional rider. In addition, the service was very costly - \$560,000 per year for 50 dialysis and senior center passengers. VanGO designed a medical subscription service for those persons traveling to dialysis and senior centers which greatly improves transportation service efficiency. This was achieved by creating service areas for the two Charles County dialysis centers. Coordination with the dialysis centers was critical to determine which clients could fit within the subscription plan network. The results have been outstanding: 30 dialysis passengers are now enrolled in the subscription plan reducing the yearly expense to \$220,000 per year. The dialysis centers are credited for much of this success based on their willingness to move patients' scheduled times, going as far as calling VanGO first when new slots open up. VanGO is still working with the dialysis centers in trying to enroll the final 10 passengers, striving for 100 percent enrollment in the subscription plan.



campaigns that occur throughout the year. Originally, in 1997, an advertising and marketing firm was hired to design an advertising campaign that targeted workers and college students to spread the message that VanGO is not a transportation provider solely for seniors. Since then, the marketing operation is predominantly performed in-house with the assistance from the Department of Community Services media specialist. One unique campaign is the Mystery Stop Monday. The Mystery Stop Monday occurs the first Monday of every month where a different unknown stop is designated to reward the first person alighting at that stop. Hints are provided on the VanGO website and the lucky winner receives various promotional materials (bags, pens, etc.) along with a one-month fare card for free rides for that entire month.

More information on VanGO is available online at <http://www.charlescounty.org/cs/vango/> or by contacting Lisa Quill at quilll@govt.co.charles.md.us or 301-934-9305.

Special thanks to VanGO for contributions to this article.

MTA Statewide Planning Update

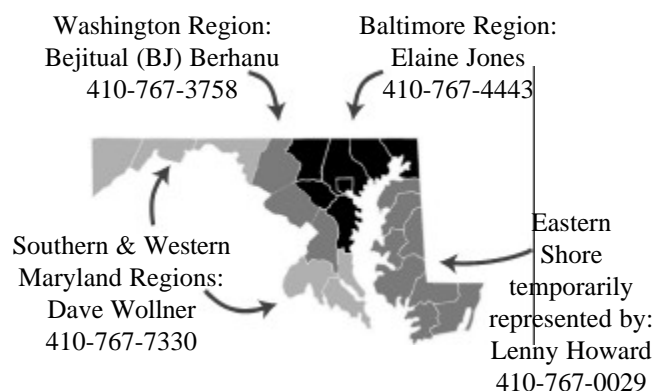
Regional Planning welcomes MTA's new Acting Administrator Lisa Dickerson.

Section 5310 applications are now available. The Section 5310 program provides capital funding to private non-profit organizations for specialized transportation services for seniors and persons with disabilities in Maryland. In order to be eligible for submission to MTA, an application must be certified by the local planning office by March 4, and submitted to the regional coordinating body or Metropolitan Planning Organization no later than April 11, with May 13 as the deadline for submission to MTA. If your organization is interested in applying, you may request an application from Debra Adams, MTA Human Services Program Coordinator, at dadams@mtamaryland.com or 410-767-8356.

Planning is underway for Secretary Flanagan's Locally Operated Transit System (LOTS) Summit, tentatively scheduled for February 28 through March 2, 2005. More information will be provided to the LOTS in January.

In response to widespread interest in a recent Mid-Atlantic RTAP class on policy and procedures in Leesburg, Virginia, the Maryland RTAP is anticipating holding our own class here in Maryland in early spring. Are there particular areas in which you would like this training to focus? If so, or if you have suggestions for other future training topics, please send to your Regional Planner or bhamby@kfhgroup.com.

MTA Regional Planners



MTA's Office of Training and Development provides a variety of training courses for MTA employees, including management, supervisors, administrative staff and bus operators. Training and Development also offers many of its training classes and services to employees of Maryland's LOTS, as the skills taught are transferrable to other organizations. These classes are generally held at MTA facilities in Baltimore but can also be scheduled at offsite locations. A schedule of upcoming courses is provided on page 7 of this issue; look for a longer article on Training and Development offerings available to the LOTS in the next issue of this newsletter.

Maintenance Shop Safety Checklist

Adapted from the 2004 Maryland Locally Operated Transit System (LOTS) Program Manual.

The following checklist provides recommendations for making your maintenance shop a safer place.

☞ Limit access to the shop area only to those employees who have actual business to tend to in the shop.

☞ Ensure that all shop employees wear protective shoes and eyewear at all times. Visitors to the shop should also be required to wear protective eyewear.



☞ Train shop personnel on use of new equipment. Personnel should also receive refresher training periodically.

☞ Make sure shop personnel are aware of manufacturer's suggestions with regard to towing, lifting, and securing each particular type of vehicle.

☞ Train shop personnel in accident response and use of protective equipment (such as eyewashes).

☞ Position equipment, storage, and work areas so that safe reaching, bending, and lifting methods can be followed, and train employees on these methods to prevent back and other injuries.



☞ Conduct regular shop safety audits and shop staff meetings, as these provide good opportunities for identifying and addressing safety concerns.

☞ Perform regular periodic inspections and preventive maintenance according to manufacturers' specifications on shop equipment, including lifts, jacks, and jackstands. Shop equipment must be regularly inspected for proper operation by staff. This will ensure that equipment is kept in proper and safe working order.

☞ Repair or remove any broken or obsolete equipment, so as to eliminate potential hazards caused by misuse or malfunctioning equipment.

☞ Post warning signs, as well as safe handling and operating procedures, at each work station where there are potential hazards such as caustic chemicals and/or moving equipment.

☞ Be cautious about the location of storage areas in proximity to chemicals, gases, and other equipment such as grinders and welders.



☞ Ensure that the shop is well-lit, free of debris, and cleaned regularly, including floors.

☞ Clearly mark disposal and storage containers to decrease the possibility of chemical mixing.

☞ Inspect and rate the weight capacity of any overhead storage areas prior to use.

☞ Regularly inspect electrical cords and outlets for fraying or other damage, and replace as necessary. Electric cords should have permanent storage locations that keep them off of the shop floor and reduce the risk of tripping.



☞ Investigate all shop accidents, regardless of severity, to determine cause and preventability, much like any vehicular accident.

☞ Conduct regular security checks of shop and storage areas as well as vehicles entering and exiting the shop. The National Transit Institute (NTI) developed and distributes a free pocket-sized Employee Guide to System Safety for Bus Maintenance employees. Obtain copies of this brochure from NTI (<http://www.ntionline.com/products.asp> or 732-932-1700) and provide to and review with all shop employees.



Free Occupational Safety and Health Administration Consultation Service

Did you know that the Occupational Safety and Health Administration (OSHA) offers a free consultation service, separate from its inspection program, to assist employers in identifying potential hazards without enforcing citations or penalties? This program is primarily targeted at small businesses. The OSHA consultant conducts a walk-through inspection with management and appraises the safety of the workplace. Hazards identified during the inspection must be rectified. This is an excellent preventive safety measure that can save your agency money; if an OSHA inspector identified the problems, your agency would be cited and substantial financial penalties are likely to be imposed.

For general information on this program, see <http://www.osha.gov/dcsp/smallbusiness/consult.html>

For more information specifically on Maryland's program, see <http://www.dllr.state.md.us/labor/volc.html>

Calendar of Transit Learning Opportunities & Events

For information on RTAP training scholarships, or to suggest future Maryland RTAP training topics, contact Lenny Howard at lhoward1@mtamaryland.com or 410-767-0029.

Jan. 18: **Transportation Association of Maryland (TAM) Legislative Reception**, Annapolis, MD, contact TAM at 1-866-TAM-0700, online info: www.taminc.org

Feb. 28 - Mar. 2 (*tentative*): **Locally Operated Transit System (LOTS) Summit**, Office of the Secretary, Maryland Department of Transportation. More information will be provided to the LOTS in January.

Mar. 5-8: **Mobility Planning Services Institute**, Washington, D.C., sponsored by Easter Seals Project ACTION. Application required, travel stipends available, contact 800-659-6428 -- online info: www.projectaction.org

May 15-18: **American Public Transportation Association (APTA) Bus & Paratransit Conference**, Columbus, OH, online info: www.apta.com/conferences_calendar/bus/

May 21-27: **Community Transportation Association of America (CTAA) Expo & Conference**, St. Louis, MO, online info: www.ctaa.org

CTAA courses are listed at www.ctaa.org/training/--contact Len Cahill at cahill@ctaa.org or 202-661-0205.

FTA Substance Abuse Training Seminar, contact Felicity Dickenson at (617) 494-3915, online info: www.transit-safety.volpe.dot.gov/training/ Upcoming seminars include:

- | | |
|---------------------------|-----------------------|
| -Feb. 1: Washington, DC | -Mar. 10: Austin, TX |
| -Feb. 8: Port Lucie, FL | -Apr. 19: Akron, OH |
| -Feb. 10: Little Rock, AK | -Apr. 21: Raleigh, NC |

National Transit Institute (NTI) courses listed at www.ntionline.com-- Contact 732-932-1700 or contactus@nti.rutgers.edu. Examples of upcoming courses include:

- Jan. 10-11: **Market-based Ridership Strategies**, Albany, NY
- Jan. 19-21: **Comprehensive ADA Paratransit Eligibility**, Philadelphia, PA
- Jan. 25, 26: **System Security Awareness for Transit Employees**, Syracuse, NY
- Feb. 8-9: **Statewide Transportation Planning**, Hanover, MD
- Mar. 16-17: **Quality Assurance & Control in Transit Projects**, Baltimore, MD

Transportation Safety Institute (TSI), online info through www.tsi.dot.gov or by calling 800-858-2107. Examples of upcoming courses include:

- Jan. 24-28: **Transit Bus System Safety**, Tampa, FL
- Feb. 7-10: **Instructor's Course in Bus Operator Training**, San Mateo, CA
- Mar. 3: **Bus Collision Prevention & Investigation Seminar**, Boston, MA
- Mar. 14-17: **Instructor's Course in Bus Operator Training**, Las Vegas, NV
- Mar. 14-18: **Transit Bus System Safety**, Murfreesboro, TN
- Apr. 4-8: **Fundamentals of Bus Collision Investigation**, Baltimore, MD
- Apr. 26-27: **Fatigue Awareness Seminar**, Miami, FL
- May 23-26: **Transit Industrial Safety Management**, Baltimore, MD

Pennsylvania Training Resource & Information Network (PennTRAIN) courses are listed at www.penntrain.net, or contact 800-847-0003 or cconaway@penntrain.net. Upcoming courses include:

- Jan. 11-14: **Air Systems, Air Brakes & ABS Maintenance Training**, Allentown, PA
- Feb. 15-16: **Marketing**, State College, PA
- Mar. 7-11: **PennSCORE Week 2**, State College, PA

University of Wisconsin Milwaukee Center for Transportation Education courses are listed at: www.sce-transitcted.uwm.edu and by calling 414-227-3190.

Upcoming MTA Training Classes

Offered through the MTA Office of Training and Development

January 3, 8:00 to 12:00 noon:
Driver Improvement Program (DIP)

January 3, 1:00 to 3:00 pm:
DIP Re-certification

January 6, 9:00 to 12:00 noon:
Reasonable Suspicion for Supervisors of Safety-Sensitive Employees

January 31, 9:00 to 12:00 noon:
Infectious Disease Awareness and Prevention

February 10, 9:00 to 12:00 noon:
Reasonable Suspicion for Supervisors of Safety-Sensitive Employees

February 23, 9:00 to 12:00 noon:
Fatigue Awareness

March 18, 8:00 to 12:00 noon:
Driver Improvement Program (DIP)

March 18, 1:00 to 3:00 pm:
DIP Re-certification

March 30, 9:00 to 12:00 noon:
Substance Abuse for Safety-Sensitive Employees

Classes are at MTA Headquarters, 6 St. Paul St., in downtown Baltimore. These classes can also be held at offsite locations, depending on instructor availability. For more information, contact Ed Moore, MTA Office of Training & Development, at 410-767-3840 or emoore@mtamaryland.com.

Participants in the RTAP LOTS Performance Measurement training, presented during the 2004 TAM Conference in October in Ocean City





Maryland RTAP

Maryland RTAP is a program of the Maryland Transit Administration (MTA) Statewide Planning Division. Maryland RTAP provides the following types of assistance targeted at Maryland rural and small urban public transit providers:

- ☞ training classes and materials,
- ☞ scholarships to assist with costs of attending training away from home,
- ☞ a lending library of training and resource materials, and
- ☞ dissemination of information on training opportunities and other issues of interest to community transit providers in Maryland.

For more information about Maryland RTAP, contact Lenny Howard, Chief of Regional Planning, at LHoward1@mtamaryland.com or 410-767-0029.

The **Maryland RTAP Lending Library** is housed in the offices of KFH Group, 4920 Elm Street, Suite 350, Bethesda, MD 20814. **Recent acquisitions include the following Transit Cooperative Research Program (TCRP):**

- ☞ *Transit Operator Health and Wellness Program*
- ☞ *Traveler Response to Transportation System Changes: Bus Routing and Coverage; Transit Pricing and Fares; Transit Scheduling and Frequency*
- ☞ *Toolkit for Rural Community Coordinated Transportation Services*

For more information about the Maryland RTAP library, contact Beth Hamby at bhamby@kfhgroup.com or 301-951-8660.



National RTAP

The National RTAP (www.national-rtap.org) is directed by the American Public Works Association (APWA) through a consortium arrangement with the Community Transportation Association of America (CTAA). The national program supports state programs, develops training materials and information resources about rural public transportation, and provides technical assistance through the National Transit Resource Center, operated by CTAA. Information and technical assistance is available through a toll-free hotline (800-527-8279) and on-line (www.ctaa.org).

The National RTAP website hosts the **National RTAP Training Resource Catalog**. This comprehensive catalog of more than 800 resources of interest to community transportation providers includes resources developed by state RTAP programs around the country, is searchable by keyword, and provides information on how to obtain a copy. Check it out at www.nationalrtap.org/ResourceCatalog/.